

## **Frequently Asked Questions (FAQS) Pay.gov DS-82 Program**

### **Summary**

The Department of State/U.S. Mission to Italy is pleased to offer online payment program for adult passport renewal for U.S. citizens resident in Italy and the Republic of San Marino. Effective May 22, 2022, adult passport renewal applicants in these countries, wishing to pay the application fees online may do so via electronic funds transfer from a U.S. based bank account, U.S. or international credit or debit card, Amazon Pay, or PayPal. Paying fees online allows you to mail your passport renewal application to the U.S. Embassy in Rome and the U.S. Consulates General in Milan, Florence and Naples without the need to apply in person at the Embassy/Consulates General [or mail a bank check or money order]. The process is also more convenient because you can apply 24 hours a day, seven days a week.

### **Frequently Asked Questions**

#### **Q: Who is eligible to pay fees online and renew their passport by mail?**

A: You are eligible to renew your passport via Pay.gov if you are 16 years and older who already has a 10-year validity U.S. passport issued no more than 15 years ago. You must be a resident in and have a mailing address in Italy or the Republic of San Marino. If you are eligible, please follow the instructions on the U.S. Embassy site [here](#).

#### **Q: I live in Italy but the U.S. Embassy in Slovenia is closer to me than the U.S. Consulate in Milan, Italy I want to renew my passport in Slovenia. Can I use this program?**

A: No. This program is limited to residents of Italy. However, you may still schedule an appointment to submit your passport application at the U.S. Embassy in Slovenia. Detailed, step-by-step instructions on scheduling a passport appointment are available on their [website](#).

#### **Q: Can minors (younger than 16 years) pay fees online and renew by mail?**

A: No. Online fee payment is only available for those individuals that are 16 years of age or older. To apply for a minor's passport, both parents/guardians must authorize in person the issuance of the child's passport. For more information, click [here](#).  
Children under age 16 cannot apply for a passport by themselves.

#### **Q: What if I don't have a passport book? Can I still participate?**

A: No. To participate in the program, you must have in your possession a passport book that is valid for ten years. During the application process, you will be required to mail your current passport and your passport application to the U.S. Embassy/Consulate General. If you do not have your passport book in your possession, you must apply for a new one in person using a DS-11 passport application form.

#### **Q: What if I don't have a passport book because it was lost or stolen? Can I still pay online and mail my application to the Embassy/Consulate General?**

A: No. You will need to apply for a new passport in person at the U.S. Embassy/Consulate General. Instructions can be found [here](#).

#### **Q: Can I pay for a passport card as well?**

A: No. Currently, our overseas online fee payment form via Pay.gov is available **only** for passport book renewals.

**Q: What payment methods are available for use via Pay.gov?**

You can pay the \$130 fee by internationally accepted credit/debit card, electronic funds transfer (from a U.S. bank account), PayPal, or Amazon Pay. This amount cannot be altered. You must pay the fee in U.S. dollars. All transactions are processed in U.S. dollars. Cash and personal checks are not accepted via the Pay.gov site.

**Q: Do I need special software or computer equipment to pay for my U.S. passport via Pay.gov?**

A: No. All you need is a computer or mobile device with internet access and a web browser.

**Q: Is the online process safe?**

A: Yes. Pay.gov is a secured portal that uses 128-bit SSL encryption to ensure that your personal and payment information is protected. It is a trusted site used by more than 40 U.S. government agencies to collect forms and payments for customers

**Q: Can I pay for more than one passport at a time in a single transaction on pay.gov?**

A: No. You must complete a new payment form for each passport application.

**Q: After a successful payment is made via Pay.gov for my passport renewal, where should I mail the email confirmation and completed DS-82 application?**

A: Please mail a copy of your payment confirmation email, current or expired passport, pre-paid [courier shipping label](#), passport photo, and signed DS-82 application to either the U.S. Embassy in Rome or the U.S. Consulate General in Milan, Florence or Naples based on your mailing address.

**U.S. Embassy Rome**

Attn: Consular – American Citizens Services  
Via Sallustiana 49 – 00187 Roma

**U.S. Consulate General Milan**

Attn: Consular – American Citizens Services  
Via Principe Amedeo, 2/10 – 20121 Milano

**U.S. Consulate General Florence**

Attn: Consular – American Citizens Services  
Lungarno Vespucci, 38 – 50123 Firenze

**U.S. Consulate General Naples**

Attn: Consular – American Citizens Services  
Piazza della Repubblica – 80122 Napoli

**Q: What are the steps for paying online for my U.S. passport renewal via Pay.gov?**

A:

1. Acknowledge the disclaimers and notices;
2. Verify your eligibility;
3. Visit the [Pay.gov link](#);
4. Pay for the U.S. passport;
5. Await email confirmation for passport payment;

6. Print email confirmation of passport payment;
7. **A completed form [DS-82](#) (complete online, print out single-sided, SIGN and date)** and photo; and
8. Mail email confirmation for passport payment, signed DS-82 application, current or expired passport, pre-paid [courier shipping label](#), and photo via registered mail/courier to the U.S. Embassy/ Consulate General.

**Q: I live far away from Embassy Rome or the Consulates General in Milan, Florence and Naples. Can I just send (or bring) my application and pay.gov payment confirmation to the nearest consulate?**

**A:** No. Doing so could result in unanticipated delays. Please mail the application to the U.S. Embassy in Rome or the Consulate General in Milan, Florence or Naples.

**Q: How long will it take to receive my passport in the mail?**

**A:** You should receive your passport by courier within three to four weeks, the Department's current processing time for routine service. If you have a need for immediate international travel, we may be able to issue you a limited validity emergency passport that will be valid for one year. Please make an appointment and come to the Embassy or nearest Consulate General in person

To schedule a passport appointment in Rome, [click here](#)

To schedule a passport appointment in Florence, [click here](#)

To schedule a passport appointment in Naples, [click here](#)

To schedule a passport appointment in Milan, [click here](#)

We are unable to process requests for expedited service through the pilot online payment process via Pay.gov.

**Q: When I try to click and pay, the webpage does not update to confirm payment. What do I do?**

**A:** Refresh your webpage or switch to a new browser to continue with your payment. If you are concerned your payment was submitted, please contact [onsitefees@state.gov](mailto:onsitefees@state.gov).